

Support

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SUPPORT FOR BLACKBOARD LEARN

New Behind the Blackboard

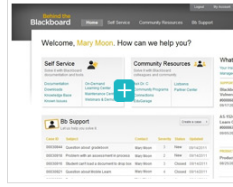
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A New and Improved Behind the Blackboard™

WHAT OUR CLIENTS ARE SAYING

We've rolled out a new and improved *Behind the Blackboard!* To ensure that the new *Behind the Blackboard* meets your needs, we've involved clients in every step of the process: requirements, design, implementation, and testing. To date, clients have participated in focus group sessions to help us design the new *Behind the Blackboard*, usability studies to test concepts, a Suggestion Squad to help us set development priorities, and a pilot program to use the system for actual case management and knowledge searching. Here is what some of our clients are saying after using the new system:

- "It looks great! Better organized and easier to navigate. Bravo!"
- "I like the cleaner interface. And the ability to filter by the product I have."
- "I LOVE the relevant article feature."
- "Exactly what I need to do my job efficiently."
- "You really nailed it! You listened to us and what you've built is great!"



ROLLOUT PLANS

The new *Behind the Blackboard* is now available for all ANGEL, Learn, WebCT and Xythos customers. The system will be made available for Transact and Collaborate soon. Watch your email for updates.

ACCESS TRAINING MATERIALS

Behind the Blackboard training resources are now available! (You may need to authenticate in *Behind the Blackboard* to access these materials.)

HAVE QUESTIONS?

Please email the *Behind the Blackboard* team at behindtheblackboard@blackboard.com with questions, thoughts or suggestions about how we can improve your experience with *Behind the Blackboard*.

Blackboard

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